

The City of Los Angeles is launching an exciting new public private partnership that will for the first time in the history of the City, offer customer-friendly and efficient waste and recycling services to *all* commercial and industrial businesses, institutions, and large multifamily buildings.

This innovative program is part of the City's commitment to enhance the quality of life in Los Angeles by improving the air that we breathe, the roads that we travel and the overall cleanliness of Los Angeles.

The new program, called "recycLA" will move us closer to achieving "zero waste" through pioneering waste reduction, reuse, recycling, and recovery programs.

Until now, nearly 80,000 businesses and multifamily buildings have received waste collection services from unregulated private haulers, but most are not provided with the same recycling services single family homes receive. The new program will extend recycling opportunities to everyone in the City, and will ensure strong customer services, predictable and protected rates, much needed infrastructure and equipment improvements.

The program divides the City into zones that will be served exclusively by one waste collection company, meaning fewer trucks congesting our neighborhoods and less wear and tear on our streets. The companies will also be required to use only clean-fuel burning trucks, which will help to improve our air quality.

The new "recycLA" waste and recycling program will be a win-win for our City. For small businesses, large corporations, renters and environmental advocates alike, the expansion of recycling opportunities and the establishment of customer service expectations and protections will benefit us all.

CUSTOMER RIGHTS AND RESPONSIBILITIES

CUSTOMER SERVICE AGREEMENT/LEVEL OF SERVICE

- Your Franchise Service Provider (FSP) will provide you with a Service Agreement Form that identifies all the services provided to you along with all the associated costs including any Extra services.
- You will be provided with solid resources containers (Black, Blue, and Green Bins) of sufficient size, type and number to ensure that all solid resources are properly stored and contained until they are removed for disposal or processing.
- If you submit a request for a change in service level which results in a lower rate, your billing amount will be adjusted within seven (7) days of the date of request regardless of whether or not the correct containers or changes in service level is provided within that timeframe. All billings shall be prorated to reflect changes in service level.

COLLECTION FREQUENCY/HOLIDAYS/EXTRA SERVICES

- Your collection service will include at a minimum one 96 gallon Black refuse/garbage Bin and one 96 gallon Blue comingled recycling Bin that will be collected at least once a week.
- Days of collection will be Monday thru Saturday. You can request for a Sunday collection for an additional service fee. If your scheduled collection day falls on a holiday, your FSP will provide collection service on the day before the holiday, if requested, or within one (1) day of the scheduled collection. Sunday collection service is excluded if the holiday falls on a Saturday.
- Extra Services may be applicable to your situation. See the separate Additional Customer Fees and Charges list of Extra Services and associated fees and charges.

WHAT WILL BE COLLECTED

- Your FSP will collect commercial and multi-family refuse/garbage in Black Bins, recyclable materials in Blue Bins and organics in Green Bins. If applicable, Horse Manure will be collected in Brown Bins. Refer to LAMC Sec. 66.03
- You will provide full access to your containers on your designated collection day(s). The FSPs cannot remove obstructions to access your containers.



NEVER PUT THESE MATERIALS IN YOUR BINS

- **State law prohibits the disposal of hazardous waste and certain electronic waste in your containers.** These wastes includes but are not limited to:

Certain Mercury-containing Devises (i.e.: Batteries, Thermometers)	Construction and Demolition Waste (i.e.: concrete, wood, asphalt)	Electronic Waste – Items with an electrical cord (i.e.: Large Appliances, TVs, DVDs, VCRs)
Fluorescent Light Tubes	Radiological Waste	Medical Waste
Pharmaceuticals/Over-the-Counter Medicines	Paints	Pesticides
Sharps	Used Motor Oil	Solvents

MISSED COLLECTION

- If your FSP is at fault for a missed collection and you report it before 2:00 PM on your scheduled collection day, your FSP will provide the collection by 6:00 PM on the same day. All missed collections reported after 2:00 PM on the day of collection will be collected by 10:00 AM on the next regular service day, Monday-Saturday. If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.
- To report a missed collection call 311, 1-800-773-2489 or go to lacitysan.org.

CONTAINER REPAIR/REPLACEMENT/SERVICE

- Your FSP will repair or replace your containers as the result of normal wear and tear, resulting from proper use, or damage resulting from the FSP's actions at no cost to you.
- You will be responsible for the cost of repair or replacement of containers that are damaged as a result of your negligence or misuse, including overfilling or depositing of prohibited materials.
- You are entitled to one (1) free steam cleaning per twelve (12) month period per container upon request. You can request additional steam cleanings for an additional fee.
- Your FSP is responsible for removing graffiti from FSP-supplied containers upon request at no charge up to three (3) times per twelve (12) month period. Any additional requests, within the twelve (12) month period will be an additional fee. Your FSP will remove graffiti reported within five (5) business days of notification. For containers owned by you, you may request graffiti removal by your FSP for an additional fee.
- Your FSP will not be responsible for normal wear and tear to access or service your bins. Your FSP will be responsible for all costs associated with the repair or replacement of property that has been damaged by

the FSP's equipment, employees or agents.

MULTI-FAMILY VALET SERVICE

- Your FSP will continue to provide valet service to all multi-family establishments that are currently enrolled in the CITY's Multifamily Residential Recycling Program (MFRP) at no additional cost. You may choose to continue your current collection program. The following changes in service level may result in the cancellation of the valet service:
 - ✓ An increase in the frequency of collection of the Blue Bin(s); or
 - ✓ A change in container size or type (i.e., replacing 96 gallon carts with a 3 cubic yard bin).

REASONS FOR NON-COLLECTION

- Should your FSP not be able to collect a container due to the following reasons, a written Non-Collection Notice will be left indicating the reason(s) such as:
 - ✓ Container(s) is determined to contain hazardous waste, medical waste, electronic waste, exempt materials, or construction and demolition materials.
 - ✓ Blue Bin(s), Green Bin(s), or Brown Bin(s) are determined to be contaminated with materials not accepted in the Program, after required notifications.
 - ✓ Container(s) is overweight and cannot be safely moved and/or emptied by FSP personnel and/or equipment
 - ✓ Container(s) contents will not empty after tipping
 - ✓ Container(s) is overfilled
 - ✓ Container(s) is blocked or inaccessible. The FSP cannot remove obstructions to access your containers.
- Non-collection will result in an additional charge.

BILLING

- Your FSP will bill you on a monthly basis that will cover the following month's service.
- You will have the option to pay your monthly bill by mail, online, and phone or at your FSP's Customer Service Center. You will also have the option of receiving proof of payment via paper, electronic or both methods for all transactions.
- If you are billed an amount greater than appropriate for the service you are enrolled at any time during the term of the agreement and for any reason, your FSP will promptly credit your account for the full amount that was overbilled. You will have the choice of your refund to be in the form of check or credit.
- Monthly payments are due 15 days after you receive your bill. Bills not paid by the due date will be considered delinquent and may result in late fees, missed collection, and eventual suspension of services.
- Rates will be adjusted on an annual basis at the beginning of each year. The first adjustment shall be effective 1/1/2018.



ANNOUNCEMENT CITY OF LOS ANGELES

MultiFamily Residential Recycling Program Transition to the New recycLA Program

The City's MultiFamily Residential Recycling Program (MFRP) is transitioning into the New Franchise Program. You will receive a detailed waste assessment, solid waste Black Bin(s), and recycling Blue Bin(s) services from the new Service Provider in your designated Zone. Under the new program, you are entitled to unlimited free Blue Bin service at the same frequency of collection as your Black Bin service.

During the transition period there should be no disruption of your service. A waste assessment will be conducted to ensure that you receive the right size, number, and service frequency of both the Black Bin(s) and Blue Bin(s).

If your property currently receives a **Valet Service**, where your current MFRP hauler pulls your bins to the truck to be serviced and then returns them once a week, you will continue to receive this service at **NO** additional charge.

However, a cancellation of the valet service may occur if you make the following changes in service level:

- An increase in the frequency of service to your Blue Bin(s) (i.e., 1 time per week changes to 2 or more times per week)
- Changing container size (normally 96 gallon carts) to a collection bin (typically 3 cubic yards).

You can choose to continue your current Recycling Program. If you decide to make the above types of changes, your Service Provider will inform you of the charges for the service. The valet service under **the** New Franchise Program will show on your bill as a **"Distance Fee."**

For questions or concerns, contact the MFRP hotline at 213-473-4142 or contact the City's Care Center at 1-800-773-2489.

Announcement City of Los Angeles

Food Rescue and Materials Reuse in the new recycLA Franchise Program

The new recycLA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in Los Angeles.

Your Franchise Service Provider (FSP) will provide Green Bin organic material recycling services to all customers that qualify for and request it. Your FSP is also required to establish a Food Rescue Program that will assist in the collection (“rescue”) of edible food, fit for human consumption, and to create or develop the necessary network for delivering the food to those who need it the most.

40% of all food in the United States is wasted; California alone wastes approximately 6 million tons of food a year. With over one million people in Los Angeles County suffering from food insecurity, The Franchise Program’s food rescue effort is an ethical and environmental necessity.

Additionally, food that is disposed as trash is an incredible drain on resources. Nationally one fifth of our fresh water is wasted on crops that go directly to landfills, and one fifth of a typical landfill is filled with wasted food. Each year, organic waste landfilled in California releases approximately 8.3 million tons of greenhouse gases.

Your FSP will also provide resources to assist in the collection of new and/or used goods and materials that can be reused. Examples of reusable materials include manufacturing overages, discontinued or surplus items, and other gently used items (furniture, clothing, appliances, and more).

If you would like to learn more about the services offered in your Franchise Zone, please contact your FSP.

For questions or concerns, contact the LA Sanitation Customer Care Center at 1-800-773-2489.



2017 Rates and Fees

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MONTHLY SERVICE RATES

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$90.90	\$185.16	\$193.05	\$200.94	\$216.72	\$232.51	\$264.08	\$295.64
	Add'l Bins	\$57.33	\$73.31	\$77.07	\$95.68	\$104.61	\$113.93	\$133.76	\$155.16	\$189.20	\$226.38
Two / Week	Primary Bin			\$158.70	\$343.28	\$359.07	\$374.85	\$406.42	\$437.98	\$501.12	\$564.25
	Add'l Bins	\$100.40	\$128.38	\$134.96	\$177.53	\$194.70	\$212.65	\$250.93	\$292.36	\$359.03	\$432.03
Three / Week	Primary Bin			\$226.51	\$501.42	\$525.09	\$548.77	\$596.12	\$643.47	\$738.17	\$832.87
	Add'l Bins	\$143.47	\$183.45	\$192.86	\$259.39	\$284.79	\$311.37	\$368.09	\$429.55	\$528.87	\$637.67
Four / Week	Primary Bin			\$294.32	\$659.55	\$691.12	\$722.69	\$785.82	\$848.95	\$975.22	\$1,101.49
	Add'l Bins	\$186.53	\$238.51	\$250.75	\$341.26	\$374.89	\$410.10	\$485.27	\$566.74	\$698.72	\$843.33
Five / Week	Primary Bin			\$362.13	\$817.69	\$857.15	\$896.61	\$975.52	\$1,054.44	\$1,212.27	\$1,370.11
	Add'l Bins	\$229.60	\$293.58	\$308.65	\$423.11	\$464.97	\$508.82	\$602.43	\$703.92	\$868.56	\$1,048.98
Six / Week	Primary Bin			\$429.94	\$975.82	\$1,023.17	\$1,070.52	\$1,165.23	\$1,259.93	\$1,449.33	\$1,638.73
	Add'l Bins	\$272.67	\$348.65	\$366.54	\$504.97	\$555.07	\$607.55	\$719.60	\$841.11	\$1,038.40	\$1,254.62
Sunday Rate	Primary Bin			\$136.35	\$277.74	\$289.58	\$301.41	\$325.08	\$348.77	\$396.12	\$443.46
	Add'l Bins	\$86.00	\$109.97	\$115.61	\$143.52	\$156.92	\$170.90	\$200.64	\$232.74	\$283.80	\$339.57
Additional frequency of service	Primary Bin	\$0.00	\$0.00	\$67.81	\$158.13	\$166.02	\$173.92	\$189.70	\$205.48	\$237.05	\$268.62
	Add'l Bins	\$43.07	\$55.07	\$57.89	\$81.86	\$90.09	\$98.72	\$117.17	\$137.19	\$169.84	\$205.65
Extra Pick Up (One time as needed)		\$7.79	\$9.86	\$11.94	\$18.81	\$25.36	\$31.91	\$45.00	\$58.10	\$71.20	\$84.30
Smaller Size Compactor		\$8 x the number of cubic yards x the number of collections in a month + the base rates									

Solid Waste Black Bin + Recycling Blue Bin Rates for Non Compacted Containers



2017 Rates and Fees

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Additional Recycling Blue Bin Container Frequency (Monthly Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$34.26	\$68.51	\$68.51	\$68.51	\$68.51	\$68.51	\$68.51	\$68.51
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$65.08	\$130.16	\$130.16	\$130.16	\$130.16	\$130.16	\$130.16	\$130.16
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$95.91	\$191.82	\$191.82	\$191.82	\$191.82	\$191.82	\$191.82	\$191.82
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$126.74	\$253.48	\$253.48	\$253.48	\$253.48	\$253.48	\$253.48	\$253.48
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$157.57	\$315.14	\$315.14	\$315.14	\$315.14	\$315.14	\$315.14	\$315.14
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$188.40	\$376.80	\$376.80	\$376.80	\$376.80	\$376.80	\$376.80	\$376.80
	Add'l Bins	No Charge									

Food Waste and Green Waste Green Bin Rates for Non Compacted Containers

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd
One / Week	Primary Bin	\$68.75	\$77.49	\$90.90	\$185.16	\$193.05	\$200.94	\$216.72
	Add'l Bins	\$57.33	\$73.31	\$77.07	\$95.68	\$104.61	\$113.93	\$133.76
Two / Week	Primary Bin	\$111.82	\$132.56	\$158.70	\$343.28	\$359.07	\$374.85	\$406.42
	Add'l Bins	\$100.40	\$128.38	\$134.96	\$177.53	\$194.70	\$212.65	\$250.93
Three / Week	Primary Bin	\$154.89	\$187.63	\$226.51	\$501.42	\$525.09	\$548.77	\$596.12
	Add'l Bins	\$143.47	\$183.45	\$192.86	\$259.39	\$284.79	\$311.37	\$368.09
Four / Week	Primary Bin	\$197.96	\$242.70	\$294.32	\$659.55	\$691.12	\$722.69	\$785.82
	Add'l Bins	\$186.53	\$238.51	\$250.75	\$341.26	\$374.89	\$410.10	\$485.27
Five / Week	Primary Bin	\$241.03	\$297.77	\$362.13	\$817.69	\$857.15	\$896.61	\$975.52
	Add'l Bins	\$229.60	\$293.58	\$308.65	\$423.11	\$464.97	\$508.82	\$602.43
Six / Week	Primary Bin	\$284.10	\$352.84	\$429.94	\$975.82	\$1,023.17	\$1,070.52	\$1,165.23
	Add'l Bins	\$272.67	\$348.65	\$366.54	\$504.97	\$555.07	\$607.55	\$719.60



2017 Rates and Fees



Permanent Rolloff and Compactor Pull Charge (Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Disposal/ Processing (per ton)
Black (non-C&D)	\$270.00	\$72.00
Blue	\$270.00	\$0.00
Green	\$270.00	\$93.50

Temporary Rolloffs (Non-permanent service of no more than 30 consecutive days at customer's site) (Rolloffs/Drop Boxes Over 8 cubic yards)

Material	Delivery	Collection	Daily Rental (after first 7 days)	Disposal/ Processing (per ton)
Black (non-C&D)	\$70.00	\$270.00	\$7.00	\$72.00
Blue	\$70.00	\$270.00	\$7.00	\$0.00
Green	\$70.00	\$270.00	\$7.00	\$93.50

Dry run for Rolloff and Compactor	\$100 per trip. There is no fee if the service is cancelled no less than <u>1</u> hour of scheduled pick-up.
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Temporary 3 Cubic Yard Bin Service

(Non-permanent service of no more than 30 consecutive days at customer's site)

Material	Delivery/ Collection	Daily Rental (after first 7 days)	Collection Extra Pick- up
Black (non-C&D)	\$125.00	\$5.00	\$45.00
Blue	\$90.00	\$5.00	\$35.00
Green	\$130.00	\$5.00	\$75.00

2017 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
Locks		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$100 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$100 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$10
Unlocking and locking CONTAINERS – per CONTAINER	CUSTOMER request – per CONTAINER per collection event	No charge
Entering Secured Building, unlocking and locking gates	Per collection event	\$10
Distance / Access		
Distance Charge, between 100-200 ft, as measured from the CUSTOMER's property line to the path of travel to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$25
Distance Charge, over 200 ft, as measured from the CUSTOMER's property line to the path of travel to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$35
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$50
Supplemental Cleaning		
Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$15
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$30
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$25
Graffiti Removal from CONTRACTOR-owned CONTAINERS	CUSTOMER request to removing graffiti from the CONTRACTOR-owned CONTAINERS in excess of three times per every 12 months	\$25
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$150
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$150
CONTAINER Replacement/Repair		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$60 per repair hour plus materials, no charge for pick-up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – CUSTOMER Error	CUSTOMER request or CONTRACTOR decision	\$60 per repair hour plus materials, no charge for pick-up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – Normal Wear and Tear	CUSTOMER request or CONTRACTOR decision	No charge
Changing CONTAINERS for an Increase or Decrease in Level of Service		No charge
Other Fees		
Collection of Bulky Waste from COMMERCIAL ESTABLISHMENT not subject to CITY Multifamily Bulky Item Fee – Per Item	CUSTOMER request – Fixed Fee Per Item	\$30
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$15 per every 15 minutes

2017 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
Sunday Service	CUSTOMER Request	See Monthly Service Rate Sheet
Administrative Fees		
Return Payment Fee	CUSTOMER remits payment using check rejected due to insufficient funds or remits payment using a credit card or electronic payment that is declined	\$25
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$5 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$5 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$70 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$25 per CONTAINER

Additional Customer Fees & Charges

The following are fees established by the City of Los Angeles that the Franchisee may charge their customers if they are unable to service the solid waste, comingled recyclables, or organic waste containers for any of these reasons:

Overfilled:

- The solid waste, comingled recyclables, or organic waste materials are observed to extend above the rim of the container and the lid will not completely close.
- The solid waste materials are placed outside of a full container and prevent the container from being safely collected.
✓ **\$25 per occurrence**

Overweight:

- The amount of solid waste, comingled recyclables or organic waste material exceeds a collection truck's ability to collect it or creates unsafe conditions for collection personnel.
✓ **\$100 per occurrence**

Contamination:

- More than 10% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 10% of the material in the green organics container is solid waste or comingled recyclables.
✓ **\$50 per occurrence**

Penalty Assessment

- ✓ Before you are assessed any fees for not properly separating your waste, the following steps will be taken by your FSP:
 - 1st instance: Photos will be taken of the non-conforming container. A written courtesy notice will be provided explaining the special collection needs of the non-conforming material and include information of potential fees.
 - 2nd instance: Same as 1st Instance with the inclusion of a potential fee.
 - 3rd and subsequent instance: Your FSP will have the option of charging the appropriate fee or initiating non-collection procedures.
 - 2nd or 3rd instances considered as such if they occur within twelve (12) calendar months.

Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, comingled recyclables, or organic waste containers.
✓ **\$100 per occurrence**

Bulky Waste:

- ✓ Materials which are too large to be placed in the black bin.
- ✓ **\$30 per item**

